

EXTERNAL CUSTOMERS

I Patients who receive EMS services

- a. Adult/Ped cardiac
- b. Adult/Ped trauma
- c. Adult/Ped Resp
- d. Adult/Ped LOC
- e. Adult/Ped Psych
- f. Obstetrical
- g. Multi-casualty

II Patient family / friends of those who use EMS services

- a. Immediate-spouse / partners / parents / guardian / children-juvenile/adult
- b. Extended-grandparents/uncle/aunt/cousin
- c. Concerned friends, associates

III. EMS Community

- a. citizens within a specific area - Lodi, California etc
- b. City councils, Local safety committee
- c. Local community service organizations-Chamber of Commerce, Kiwanis

IV. Insurers who facilitate payment of EMS services

- a. HMO
- b. PPO
- c. Individual-private pay
- d. Governmental subsidized - Medicare, Medi-Cal

V. Third Party Payers

- a. Homeowners-auto insurers
- b. Health care billing groups
- c. Victim assistance organizations / programs

VI. Governmental agencies which fund EMS

- a. Fire district boards
- b. State & Fed legislative bodies
- c. Community ambulance boards
- d. US Dept of Trans
- e. US Dept of Health & Human Services

VII. Allied Health Care Agencies

- a. Hospital Council of California
- b. Board of registered Nursing
- c. Emergency Nurses Association
- d. California Ambulance Association

VIII.EMS Labor Organizations

- a. California Professional Firefighters
- b. California paramedic Associations

IX. Public Media & Professional Publications

- a. Print/television/radio Media groups
- b. Journal of Prehospital & Disaster Medicine

INTERNAL CUSTOMERS

I. EMS Personnel

- a. Paramedics
- b. EMT-I
- c. First Responder
- d. MICN
- e. Dispatcher
- f. base Hospital Physician

II. EMS Providers

- a. Ambulance
- b. Fire-EMS
- c. Public Safety
- d. Law Enforcement

III. Hospitals

- a. Paramedic receiving
- b. Base Hospital
- c. Trauma Centers
- d. Ped Centers
- e. Burn centers
- f. Poison Control

IV. Local EMS agencies

- a. City/County regulatory-medical control agencies
- b. City/County governing-legislative bodies
- c. State/Fed regulatory-medical control agencies
- d. State/Fed regulatory governing-legislative agencies

V. Research Agencies

- a. UCLA Research Forum
- b. Rand Corporation
- c. US Dept of Trans